

## The Tweed Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 13,317 patients

Emergency presentations:<sup>2</sup> 13,009 patients

Same period last year	Change since one year ago
12,698	4.9%
12,382	5.1%

## The Tweed Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,823 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,115 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 53 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,097 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 913 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 102 minutes

Same period last year	NSW (this period)
1,614	
5 minutes	9 minutes
15 minutes	29 minutes
5,974	
15 minutes	23 minutes
47 minutes	83 minutes
3,882	
13 minutes	30 minutes
64 minutes	121 minutes
857	
10 minutes	26 minutes
59 minutes	118 minutes

## The Tweed Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,317 patients

Percentage of patients who spent four hours or less in the ED 77.9%

Same period last year	Change since one year ago
12,697	4.9%
79.8%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

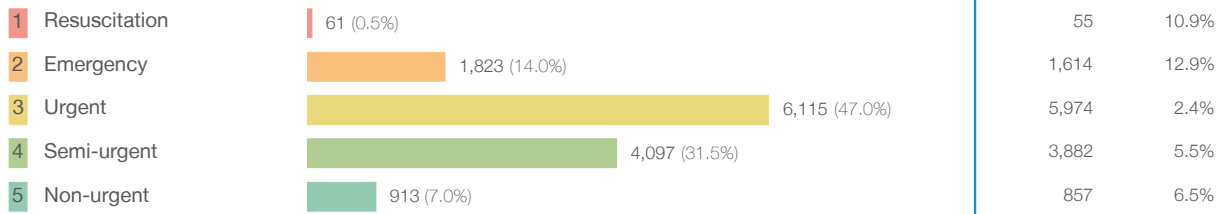
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

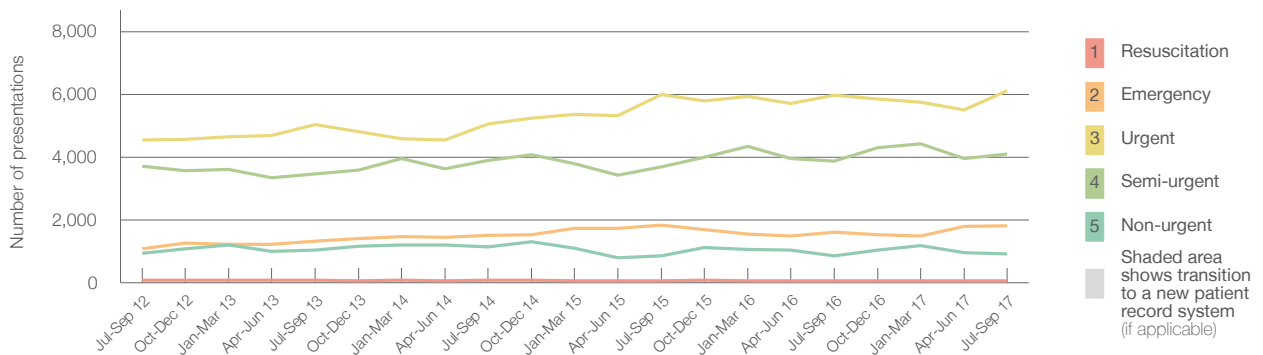
## The Tweed Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 13,317 patients

Emergency presentations<sup>2</sup> by triage category: 13,009 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	86	78	74	59	55	61
Emergency	1,083	1,322	1,503	1,839	1,614	1,823
Urgent	4,544	5,036	5,061	5,992	5,974	6,115
Semi-urgent	3,709	3,462	3,887	3,689	3,882	4,097
Non-urgent	943	1,036	1,140	855	857	913
All emergency presentations	10,365	10,934	11,665	12,434	12,382	13,009

## The Tweed Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,113 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## The Tweed Hospital: Time patients waited to start treatment, triage 2 July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,823

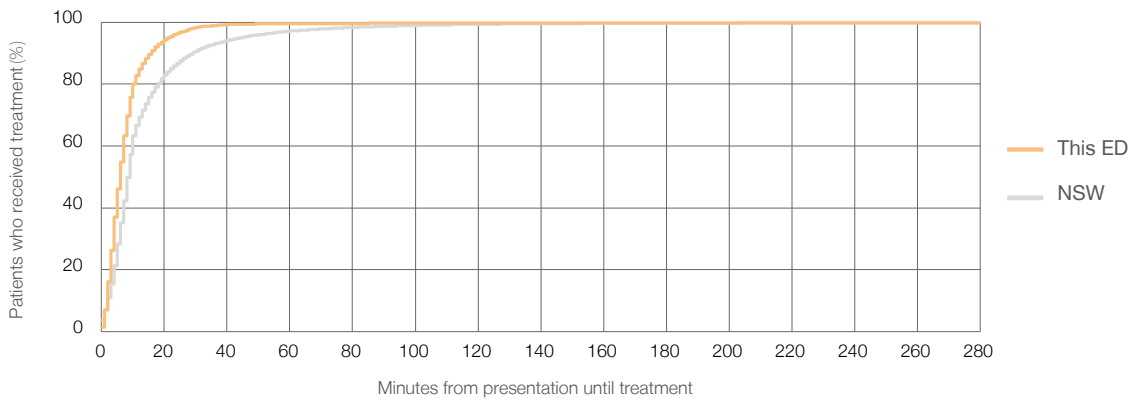
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,821

Median time to start treatment<sup>4</sup>  6 minutes

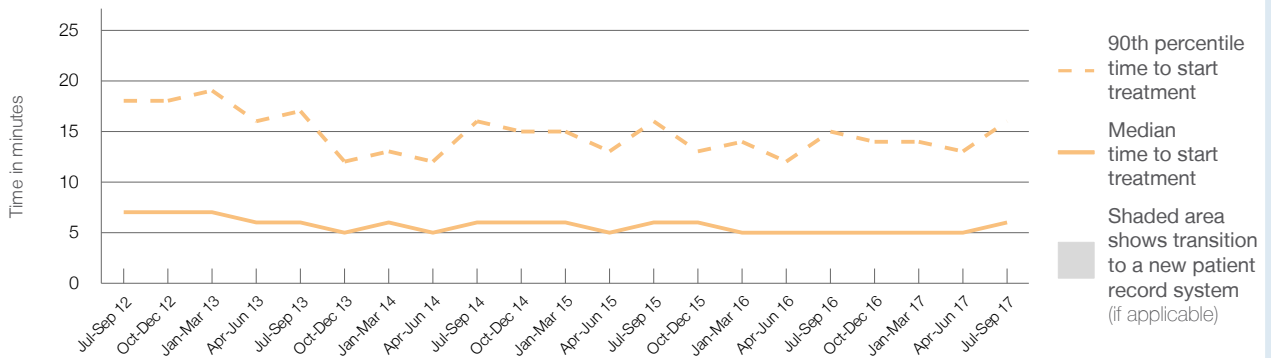
90th percentile time to start treatment<sup>5</sup>  16 minutes

Same period last year	NSW (this period)
1,614	
1,609	
5 minutes	9 minutes
15 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	7	6	6	6	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	18	17	16	16	15	16

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## The Tweed Hospital: Time patients waited to start treatment, triage 3 July to September 2017

**Triage 3** Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 6,115

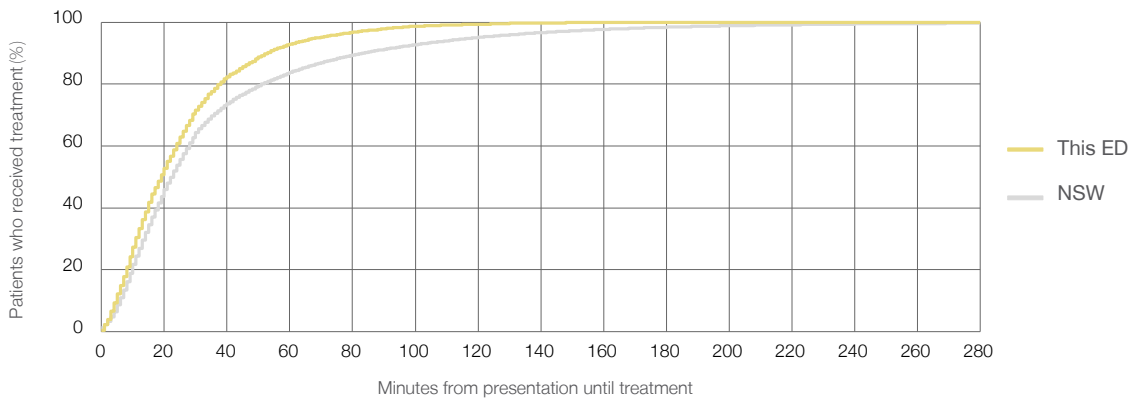
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,022

Median time to start treatment<sup>4</sup> 19 minutes

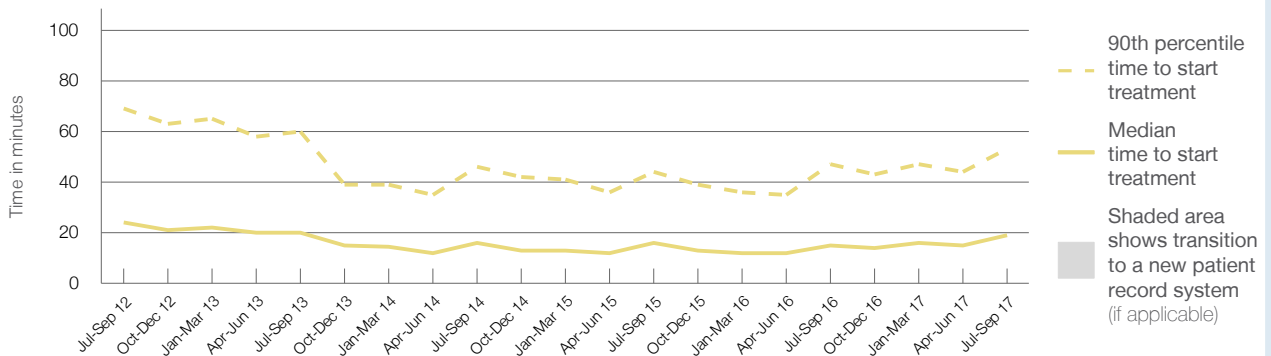
90th percentile time to start treatment<sup>5</sup> 53 minutes

Same period last year	NSW (this period)
5,974	5,915
15 minutes	23 minutes
47 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	24	20	16	16	15	19
90th percentile time to start treatment <sup>5</sup> (minutes)	69	60	46	44	47	53

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## The Tweed Hospital: Time patients waited to start treatment, triage 4 July to September 2017

**Triage 4** Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,097

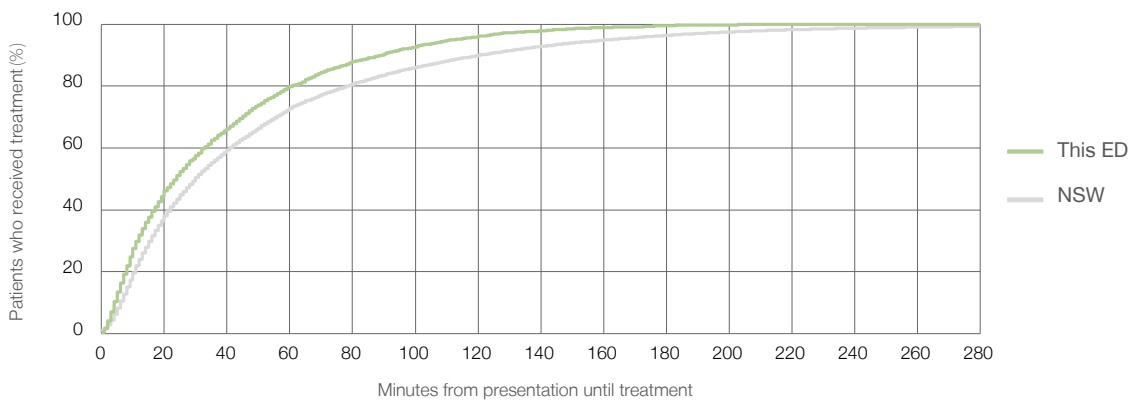
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,927

Median time to start treatment<sup>4</sup> 24 minutes

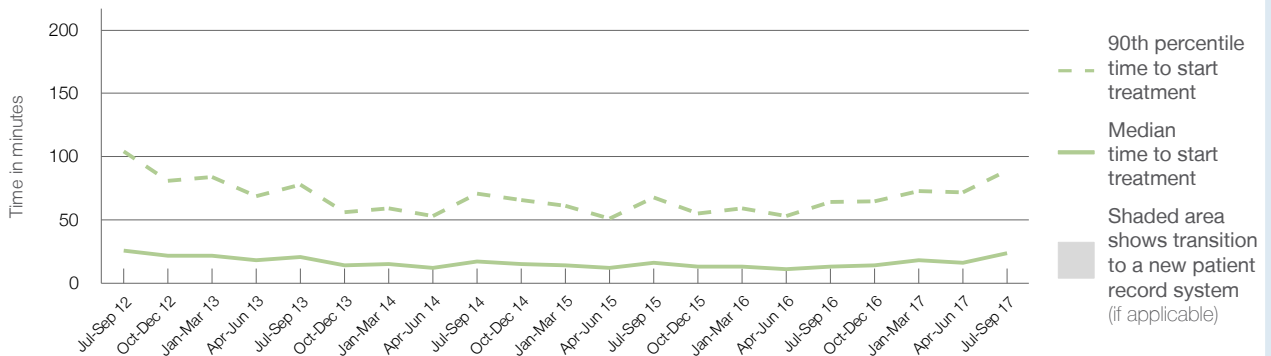
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
3,882	3,771
13 minutes	30 minutes
64 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	26	21	17	16	13	24
90th percentile time to start treatment <sup>5</sup> (minutes)	104	78	71	68	64	89

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## The Tweed Hospital: Time patients waited to start treatment, triage 5 July to September 2017

**Triage 5** Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 913

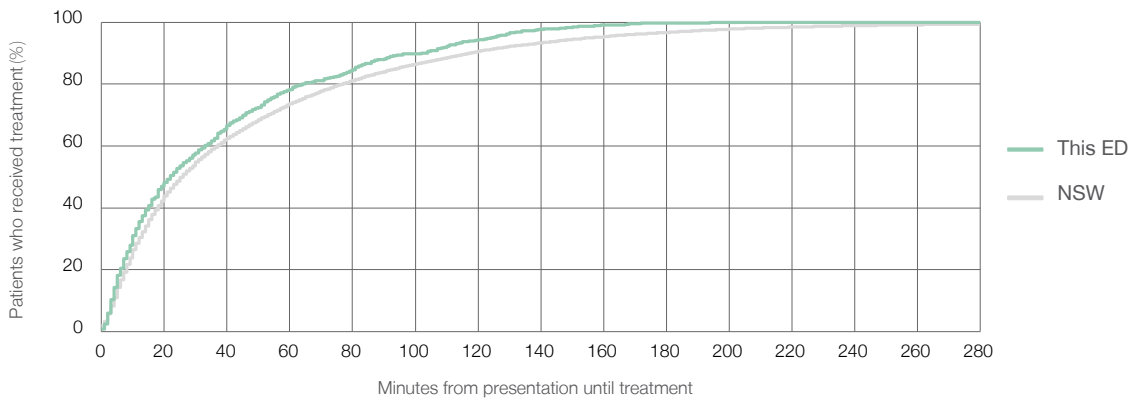
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 843

Median time to start treatment<sup>4</sup>  22 minutes

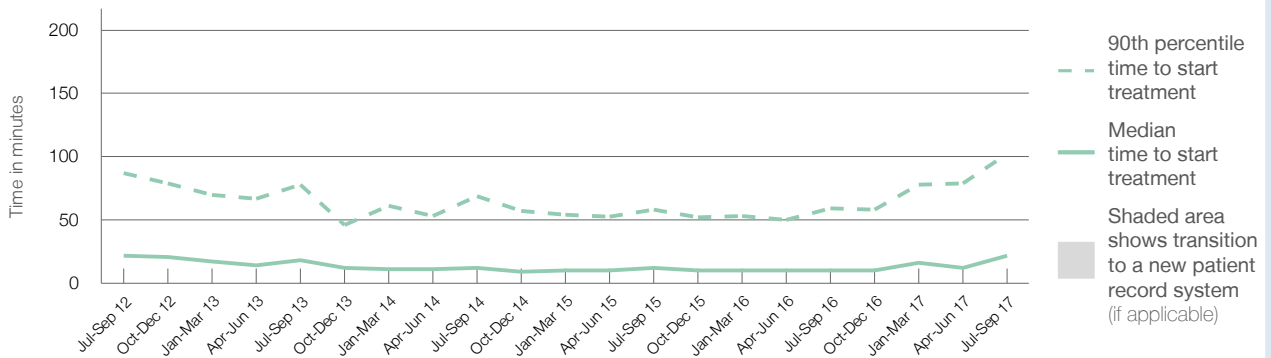
90th percentile time to start treatment<sup>5</sup>  102 minutes

Same period last year	NSW (this period)
857	
815	
10 minutes	26 minutes
59 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	22	18	12	12	10	22
90th percentile time to start treatment <sup>5</sup> (minutes)	87	78	69	58	59	102

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## The Tweed Hospital: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 13,317 patients

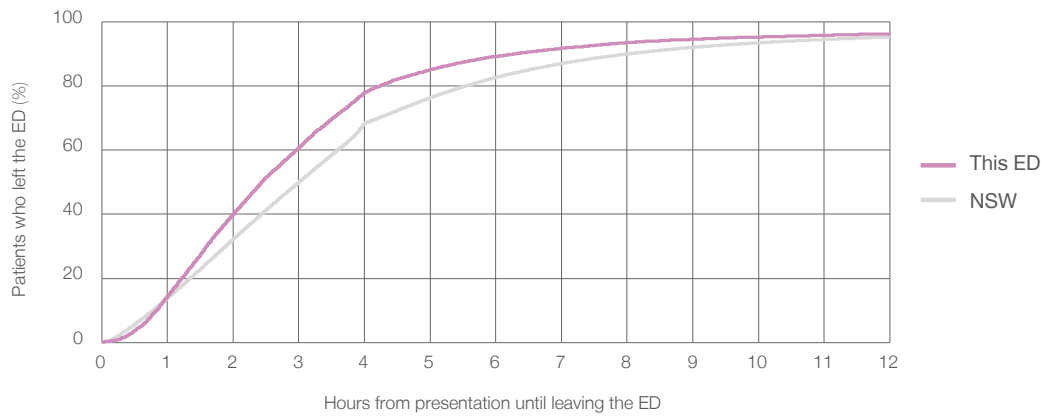
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,317 patients

Median time spent in the ED<sup>8</sup> 2 hours and 26 minutes

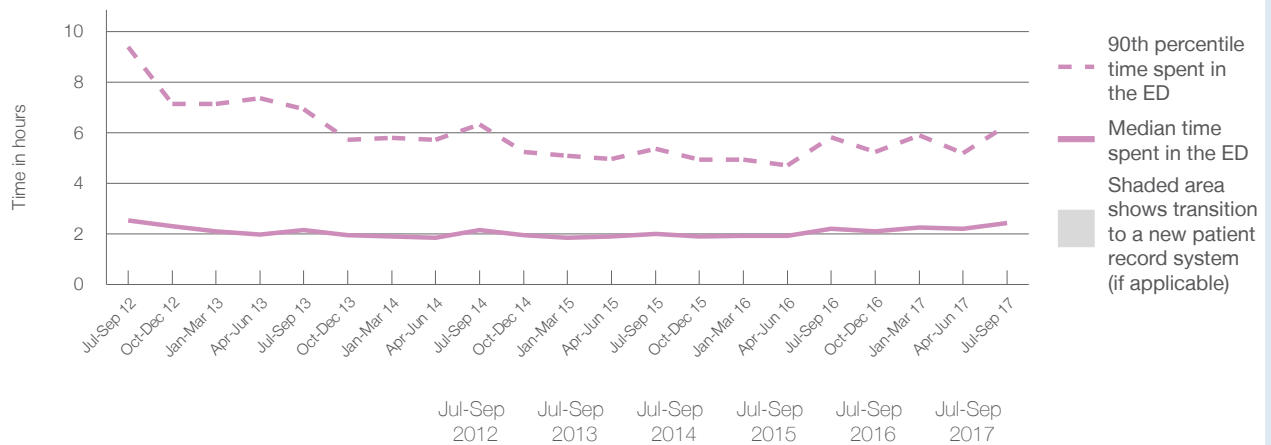
90th percentile time spent in the ED<sup>9</sup> 6 hours and 18 minutes

Same period last year	NSW (this period)
12,698	12,697
2 hours and 12 minutes	3 hours and 0 minutes
5 hours and 49 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 33m	2h 9m	2h 10m	2h 1m	2h 12m	2h 26m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 23m	6h 57m	6h 20m	5h 22m	5h 49m	6h 18m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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**The Tweed Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2017

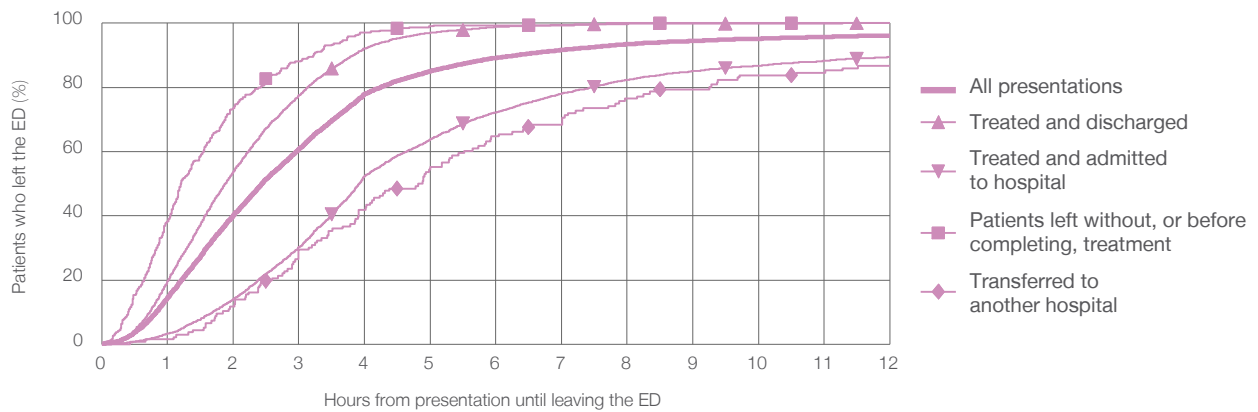
All presentations:<sup>1</sup> 13,317 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,317 patients

Treated and discharged	8,159 (61.3%)
Treated and admitted to hospital	4,653 (34.9%)
Patient left without, or before completing, treatment	318 (2.4%)
Transferred to another hospital	136 (1.0%)
Other	51 (0.4%)

Same period last year	Change since one year ago
12,697	4.9%
7,995	2.1%
4,339	7.2%
212	50.0%
119	14.3%
33	54.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2017<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.7%	53.8%	77.5%	92.1%	98.8%	99.8%	100%	100%
Treated and admitted to hospital	3.3%	14.1%	30.2%	52.4%	72.2%	82.4%	86.8%	89.5%
Patient left without, or before completing, treatment	38.4%	73.6%	88.1%	97.2%	99.4%	100%	100%	100%
Transferred to another hospital	1.5%	11.8%	29.4%	41.9%	64.7%	76.5%	83.8%	86.8%
All presentations	14.5%	40.2%	60.8%	77.9%	89.2%	93.5%	95.2%	96.2%

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**The Tweed Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 13,317 patients

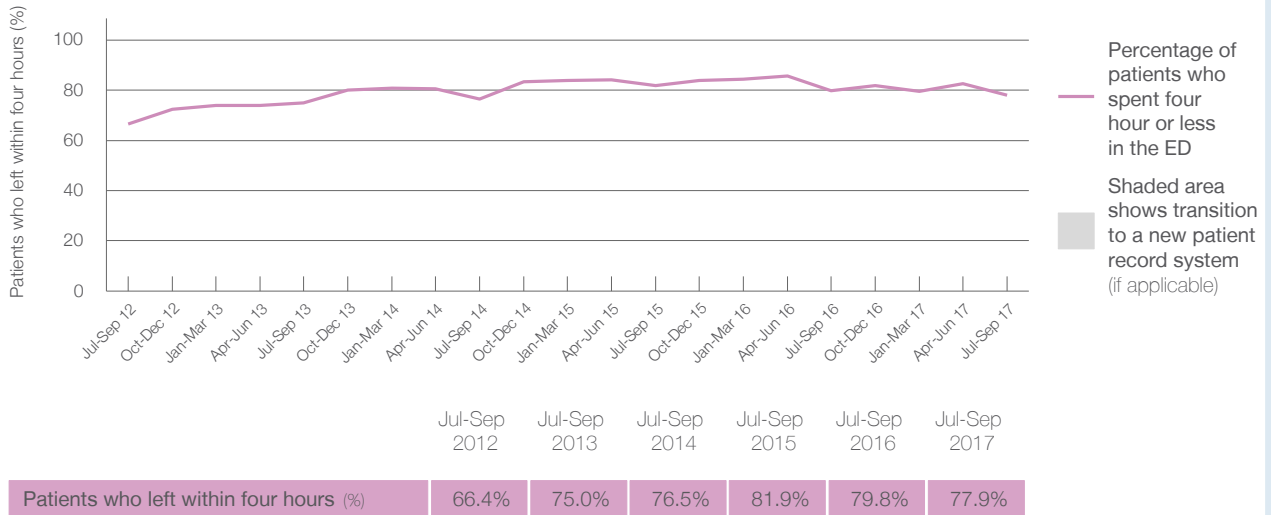
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,317 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup> 13,317 patients	12,698	4.9%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,317 patients	12,697	4.9%
Percentage of patients who spent four hours or less in the ED	79.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

**Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

**Note:** All percentages are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health(extracted 17 October 2017). Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).